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Customers of Foremost Insurance Group Companies Can Now File Claims on the Company's Web Site

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Abstract (Summary)

From Foremost's home page, visitors reach the screen to begin filing a claim with just one click. "It's prominent on our home page, because it's important for people to get to this critical part of our site without a lot of maneuvering," explains [Edward L.] Troutman. From there, visitors select the Foremost insurance product that applies (auto, home, mobile home, motor home or travel trailer) and begin filling in information about the loss. If the customer has all the information handy, it could take as little as five minutes to fill out the online form. "It's about as much time as it would take to fill up your car with a tank of gas and pay for it," Troutman says.

Full Text (446 words)

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GRAND RAPIDS, Mich., June 22 /PRNewswire/ -- Customers have a new option when it comes to filing a claim with the Foremost Insurance Group Companies (NYSE: FOM). By logging on to www.foremost.com, customers who've had damage can report it to Foremost online.

"Filing claims online is an added convenience for our customers," says Edward L. Troutman, Foremost Senior Vice President of Claims. "It's one more way people can get information to us when they need to. Since we want to offer as many methods as possible for people to reach us, and with more and more people going online, this is a proactive way we can use technology to benefit the customer."

From Foremost's home page, visitors reach the screen to begin filing a claim with just one click. "It's prominent on our home page, because it's important for people to get to this critical part of our site without a lot of maneuvering," explains Troutman. From there, visitors select the Foremost insurance product that applies (auto, home, mobile home, motor home or travel trailer) and begin filling in information about the loss. If the customer has all the information handy, it could take as little as five minutes to fill out the online form. "It's about as much time as it would take to fill up your car with a tank of gas and pay for it," Troutman says.

After submitting the loss information, the customer receives a confirmation and instructions on what will happen next. "Filing a claim online is no substitute for the person-to-person service we offer," says Troutman. "When a loss is filed online, we then follow our standard procedure of contacting the customer the next business day and working one-on-one to settle the loss."

Foremost's claim operation includes a processing center at the company's headquarters in Caledonia. Most losses are settled by phone from that office. For more serious damage, like an auto accident or a home fire, adjusters meet with customers personally. Using lap top computers and digital cameras that feed images of damaged property directly to the company's main computer system, the company's adjusters settle over 65 percent of all losses within 15 days after they're reported.

The companies of Foremost Insurance Group specialize in mobile home, motor home, travel trailer, landlord property, and direct-market auto and homeowners insurance. Foremost's insurance subsidiaries have an A+ (Superior) rating from A.M. Best and an A (Strong) rating from Standard & Poor's. In 1998, for the fourth year, Foremost Insurance Company was rated among the 50 most financially sound property and casualty insurance companies in the country by Ward Financial Group. SOURCE Foremost Insurance Group Companies

[Reference]

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